



Changes to Food Orders at the Blue Ridge Area Food Bank

Effective Date: April 1, 2025

To enhance inventory management and ensure the freshness and availability of produce and other perishable foods, the Blue Ridge Area Food Bank is changing our food order policy for partner food pantries.

This policy aims to improve product availability, reduce waste, and ensure timely access to the products that best meet the needs of your pantry and guests.

New Food Order Policy:

1. Shelf-Stable Products

- An order can be placed in [Agency Express](#) a maximum of **8 business days** in advance of a scheduled pickup or delivery, and no less than **2 business days** prior to a scheduled pick up or delivery.

2. Fresh Produce and Perishables

- An order can be placed a maximum of **4 business days** in advance, and no less than **2 business days** before a scheduled pickup or delivery.
 - For produce needs identified **less than two business days prior** to a pickup or delivery, please reach out directly to your branch assistant to determine if the product can be added to your order. Reminder, orders must be placed **at least one business day prior** to appointments.

*Example: your pantry sees a desirable new produce/perishable item in Agency Express on **Monday** that you would like to add to your **Tuesday** order. Contact your Branch Assistant by phone or email to discuss placing the item on your order.*

3. Number of Food Orders Per Week

- The total combined number of deliveries and/or pickups will be limited to **2 times total per week. Agencies will be limited to 2 pickup orders per week, or 1 delivery and 1 pickup. The Food Bank has the discretion to delete any orders that exceed this policy.**



Blue Ridge Area FOOD BANK

Everyone should have enough to eat.

Key Benefits of New Policy:

- Improved availability and variety of products at your branch throughout the month.
- Reduced chance of not receiving your produce due to spoilage
- Fresher produce for your pantry and guests.

The Food Bank is committed to maintaining a diverse inventory to meet the needs of your communities, ensuring access to high quality, diverse products regardless of when you place your order throughout the month.

Process for Multiple Orders:

If your pantry plans to place orders on different days leading up to your pickup or delivery appointment, you can **place no more than 2 total orders.**

Support and Questions:

We understand that this change may require adjustments in your ordering schedules and practices. Our Operations team is here to support you during this transition and appreciate your engagement in this new process. If you have any questions or need assistance, please contact your region's Branch Assistant. Contact information is listed below.

Thank you for your partnership and dedication to serving our shared communities. We appreciate your cooperation as we implement this change to better support your efforts and the needs of those we serve together.

In Partnership,

Dave Kraft
Chief Operations Officer

Northern Region Branch – Winchester: Cindy Holley – 540-450-1799, cholley@brafb.org

Southern Region Branch – Lynchburg: Debbie Canody – 434-455-5988,
dcanody@brafb.org

Eastern Region Branch – Charlottesville: Kian Eldridge – 434-220-6280,
keldridge@brafb.org

Western Region Branch – Verona: Faye Johnson – 540-213-8412, fjohnson@brafb.org